

Qwest Communications®
Service Interval Guide for Resale, UNE and Interconnection Services

Unbundled Network Elements Platform (UNE-P)

| Product | Activity/Features | Services Ordered | FOC Guidelines | Installation Guidelines | Repair Guidelines |
|-------------------------|--|------------------|---|--|-----------------------------|
| UNE-P Centrex 21 | Non-Designed Conversion As Is | | 24 hours | Three (3) Business Days | 24 hours OOS 48 hours AS |
| | Non-Designed Conversion as Specified | | 24 hours | Three (3) Business Days | 24 hours OOS 48 hours AS |
| | Number changes without inward line activity, or hunting changes without inward line activity | | 24 hours | Three (3) Business Days <u>Colorado and Minnesota only:</u> Two (2) Business Days | 24 hours OOS 48 hours AS |
| | Addition or change of CO Features provided on 'Feature Exception List – 1 Day' | | 24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP | One (1) Business Day | 24 hours OOS 48 hours AS |
| | Addition or change of CO Features provided on 'Feature Exception List – 2 Day' | | 24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP | Two (2) Business Days | 24 hours OOS 48 hours AS |
| | Addition or change of CO Features not provided on 'Feature Exception List – 1 Day' or 'Feature Exception List – 2 Day' | | 24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP | Three (3) Business Days <u>Colorado and Minnesota only:</u> Two (2) Business Days | 24 hours OOS 48 hours AS |
| | PIC/LPIC change | | 24 hours manual 20 minutes Fully Electronic Flow Through from IMA to | One (1) Business Day | 24 hours OOS 48 hours AS |

The Resale, UNE and Interconnection Service guidelines contained herein are subject to change at anytime by Qwest. Please refer to the Web location (<http://www.qwest.com/wholesale/guides/sig/index.html>) for the most current copy.

Qwest Communications®
Service Interval Guide for Resale, UNE and Interconnection Services

Qwest Communications®
Service Interval Guide for Resale, UNE and Interconnection Services

Unbundled Network Elements Platform (UNE-P)

| Product | Activity/Features | Services Ordered | FOC Guidelines | Installation Guidelines | Repair Guidelines |
|--|---|---------------------------------|---|---|-----------------------------|
| UNE-P Centrex 21 (Continued) | Removal of CO Features | | 24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP | Same business day if request is received before noon MT, otherwise next business day. Due Date, but not APP Date, may be Saturday. | 24 hours OOS 48 hours |
| | Non-Designed New Installs, Address Changes, and Change Requests adding new lines Facility Check indicates "AVAILABLE DISP. REQ" and DISPATCH "YES"*** | | 24 hours | Next available due date as indicated by Appointment Scheduler Note: Appointment Scheduler minimum default interval is Three (3) Business Days. <u>Colorado and Minnesota only:</u> Appointment Scheduler minimum default interval is Two (2) Business Days | 24 hours OOS 48 hours AS |
| | | | | | |
| | Deny/Restore | Treatment for Non-payment issue | 24 hours | Same business day if request received before noon MT, otherwise next business day. Due Date, but not APP Date, may be Saturday. If request is submitted after noon MT, and a same day due date is required, follow the escalation process detailed at www.qwest.com/wholesale/ci/ecs/exescover.html | 24 hours OOS 48 hours AS |

*** Centrex 21 Installation activity requires 'Dispatch yes'.

The Resale, UNE and Interconnection Service guidelines contained herein are subject to change at anytime by Qwest.
Please refer to the Web location (<http://www.qwest.com/wholesale/guides/sig/index.html>) for the most current copy.

Qwest Communications®
Service Interval Guide for Resale, UNE and Interconnection Services

Unbundled Network Elements Platform (UNE-P)

| Product | Activity/Features | Services Ordered | FOC Guidelines | Installation Guidelines | Repair Guidelines |
|---|--|--|----------------|---------------------------|-----------------------------|
| UNE-P Centrex Plus / UNE-P Centron [Centron in MN only] | Common Block Configuration Required | | | | |
| | Establish Common Block | 1 to 21 Lines - No Optional Features | 72 hours | Twenty (20) Business Days | 24 hours OOS 48 hours AS |
| | | | | | |
| | | 1 to 21 Lines - w/ Optional Features (i.e., Automatic Route Selection (ARS), DFIs, SMDR, Uniform Call Distribution (UCD).) | 192 hours | ICB | 24 hours OOS 48 hours AS |
| | Feature Additions requiring Common Block activity per Common Block | 22 or more Lines with or without Optional Features | 192 hours | ICB | 24 hours OOS 48 hours AS |
| | | 1 to 10 Lines | 72 hours | Twenty (20) Business Days | 24 hours OOS 48 hours AS |
| | | 11 or more Lines | 192 hours | ICB | 24 hours OOS 48 hours AS |

The Resale, UNE and Interconnection Service guidelines contained herein are subject to change at anytime by Qwest. Please refer to the Web location (<http://www.qwest.com/wholesale/guides/sig/index.html>) for the most current copy.

Qwest Communications®
Service Interval Guide for Resale, UNE and Interconnection Services

Unbundled Network Elements Platform (UNE-P)

| Product | Activity/Features | Services Ordered | FOC Guidelines | Installation Guidelines | Repair Guidelines |
|--|---|--|----------------|---|-----------------------------|
| UNE-P Centrex Plus / UNE-P Centron (continued) [Centron in MN only] | Common Block Configuration Required | | | | |
| | Line Class Codes (LCCs)/ CAT/NCOS/DPAT additions/changes requiring Common Block work. | Per Common Block (must be existing Line Class Codes (LCCs)/ CAT/NCOS/DPAT) | 72 hours | Five (5) Business Days | 24 hours OOS 48 hours AS |
| | | If new LCC/CAT/NCOS/DPA T | 72 hours | Twenty (20) Business Days | 24 hours OOS 48 hours AS |
| | Centrex Management System (CMS) | New Common Blocks & Cust ID's (lines installed at the same time the Common Block is installed) | 72 hours | Twenty (20) Business Days (after the initial Common Block & associated lines are installed) | N/A |
| | Designed Services subsequent to initial Common Block installation | Tie Lines/DFI/FX | 72 hours | Thirteen (13) Business Days (may be longer due to facility due date requirements) | 24 hours OOS 48 hours AS |

The Resale, UNE and Interconnection Service guidelines contained herein are subject to change at anytime by Qwest. Please refer to the Web location (<http://www.qwest.com/wholesale/guides/sig/index.html>) for the most current copy.

Qwest Communications®
Service Interval Guide for Resale, UNE and Interconnection Services

Unbundled Network Elements Platform (UNE-P) and Unbundled Network Elements Combinations (UNE-C)

| Product | Activity/Features | Services Ordered | FOC Guidelines | Installation Guidelines | Repair Guidelines |
|---|---|---|----------------|--|-----------------------------|
| UNE-P Centrex Plus / UNE-P Centron [Centron in MN only] | No Common Block Configuration Required | | | | |
| | CMS | Additional/New Station Lines to be added to CMS | 72 hours | Five (5) Business Days after line is installed | N/A |
| | Network Access Registers (NARs) | Additions | 72 hours | Five (5) Business Days | N/A |
| | | Change from Non Blocked to Blocked Service | 192 hours | ICB | N/A |
| | Station Lines (subsequent to the establishment of the Common Block) | 1 to 10 Lines per location | 72 hours | Five (5) Business Days or Next available due date thereafter as indicated by Appointment Scheduler. | 24 hours OOS 48 hours AS |
| | Includes: Conversions New Lines Moves | 11 to 20 Lines per location | 72 hours | Ten (10) Business Days or Next available due date thereafter as indicated by Appointment Scheduler. | 24 hours OOS 48 hours AS |
| | NOTE: On conversions, numbers are "chipped" into the Common Block at the time of installation. | 21 or more Lines per location | 192 hours | ICB | 24 hours OOS 48 hours AS |

The Resale, UNE and Interconnection Service guidelines contained herein are subject to change at anytime by Qwest.
Please refer to the Web location (<http://www.qwest.com/wholesale/guides/sig/index.html>) for the most current copy.

Qwest Communications®
Service Interval Guide for Resale, UNE and Interconnection Services

Unbundled Network Elements Platform (UNE-P) and Unbundled Network Elements Combinations (UNE-C)

| Product | Activity/Features | Services Ordered | FOC Guidelines | Installation Guidelines | Repair Guidelines |
|--|---|--|-----------------|---|-----------------------------|
| UNE-P Centrex Plus / UNE-P Centron (continued) [Centron in MN only] | No Common Block Configuration Required | | | | |
| | Line Feature changes/additions/removals | 1 to 19 Lines | 24 hours | Three (3) Business Days | 24 hours OOS 48 hours AS |
| | | 20 or more Lines | 192 hours | ICB | 24 hours OOS 48 hours AS |
| | Deny/Restore | Treatment for Non-payment issue (Requires LCC change only) | 24 hours manual | Same business day if request received before noon MT, otherwise next business day. If request is submitted after noon MT, and a same day due date is required, follow the escalation process detailed at www.qwest.com/wholesale/cls/ecs/exesclover.html | 24 hours OOS 48 hours AS |
| | Designed Services subsequent to initial Common Block installation | Tie Lines/DFI/FX | 72 hours | Thirteen (13) Business Days (may be longer due to facility due date requirements) | 24 hours OOS 48 hours AS |
| | ARS | Subsequent to Common Block Installation | 72 hours | Twenty (20) Business Days (may be longer if the activation of ARS is tied to a Private Line facility installation) | 24 hours OOS 48 hours AS |

The Resale, UNE and Interconnection Service guidelines contained herein are subject to change at anytime by Qwest. Please refer to the Web location (<http://www.qwest.com/wholesale/guides/sig/index.html>) for the most current copy.

Qwest Communications®
Service Interval Guide for Resale, UNE and Interconnection Services

| Product | Activity/Features | Services Ordered | FOC Guidelines | Installation Guidelines | Repair Guidelines |
|--|---|---|----------------|--|-----------------------------|
| UNE-P Centrex Plus / UNE-P Centron (continued) [Centron in MN only] | No Common Block Configuration Required | | | | |
| | | Changes to Patterns: 1 to 25 changes 26 to 50 changes 51 or more changes | 72 hours | Business Days: Five (5) days Ten (10) days Twenty (20) days | 24 hours OOS 48 hours AS |
| | | Adding new Patterns | 72 hours | Twenty (20) Business Days | 24 hours OOS 48 hours AS |

The Resale, UNE and Interconnection Service guidelines contained herein are subject to change at anytime by Qwest.
 Please refer to the Web location (<http://www.qwest.com/wholesale/guides/sig/index.html>) for the most current copy.

Qwest Communications®
Service Interval Guide for Resale, UNE and Interconnection Services

Unbundled Network Elements Platform (UNE-P) and Unbundled Network Elements Combinations (UNE-C)

| Product | Activity/Features | Services Ordered | FOC Guidelines | Installation Guidelines | Repair Guidelines |
|--|---|--|----------------|-----------------------------|-----------------------------|
| UNE-P Centrex Plus / UNE-P Centron (continued) [Centron in MN only] | No Common Block Configuration Required | | | | |
| | UCD | Per Request | 72 hours | Thirteen (13) Business Days | 24 hours OOS 48 hours AS |
| | Additional Numbers subsequent to initial Common Block installation NOTE: Additional numbers are “chipped” into the Common Block at the time of request. | Blocks (No limit on amount of numbers.) | 72 hours | Five (5) Business Days | N/A |

The Resale, UNE and Interconnection Service guidelines contained herein are subject to change at anytime by Qwest. Please refer to the Web location (<http://www.qwest.com/wholesale/guides/sig/index.html>) for the most current copy.

Qwest Communications®
Service Interval Guide for Resale, UNE and Interconnection Services

| |
|--|
| Unbundled Network Elements Platform (UNE-P) and Unbundled Network Elements Combinations (UNE-C) |
|--|

| Product | Activity/Features | Services Ordered | FOC Guidelines | Installation Guidelines | Repair Guidelines |
|---------------------------------|-------------------------|------------------|----------------|---|-----------------------------|
| Conversions to UNE-P PAL | Conversion As Is | 1 to 19 Lines | 24 hours | Same business day if received before noon MT, or, Next business day if received later than noon MT | 24 hours OOS 48 hours AS |
| | | 20 or more Lines | 48 hours | ICB | 24 hours OOS 48 hours AS |
| | Conversion As Specified | 1 to 19 Lines | 24 hours | Depends on changes requested. For instance, feature changes would follow feature change guidelines | 24 hours OOS 48 hours AS |
| | | 20 or more Lines | 48 hours | Depends on changes requested. For instance, feature changes would follow feature change guidelines | 24 hours OOS 48 hours AS |

The Resale, UNE and Interconnection Service guidelines contained herein are subject to change at anytime by Qwest.
Please refer to the Web location (<http://www.qwest.com/wholesale/guides/sig/index.html>) for the most current copy.

Qwest Communications®
Service Interval Guide for Resale, UNE and Interconnection Services

Unbundled Network Elements Platform (UNE-P) and Unbundled Network Elements Combinations (UNE-C)

| Product | Activity/Features | Services Ordered | FOC Guidelines | Installation Guidelines | Repair Guidelines |
|---------------------------------|---|----------------------------|---|---|-----------------------------|
| UNE-P PAL (Continued) | Number Changes without inward line activity | 1 to 19 Lines | 24 hours | Three (3) Business Days <u>Colorado and Minnesota only:</u> Two (2) Business Days | 24 hours OOS 48 hours AS |
| | | 20 to 39 Lines | 48 hours | Four (4) Business Days | 24 hours OOS 48 hours AS |
| | | 40 or more Lines | 192 hours | ICB | 24 hours OOS 48 hours AS |
| | Addition or change of CO Features provided on 'Feature Exception List – 1 Day' | | 24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP | One (1) Business Day | 24 hours OOS 48 hours AS |
| | Addition or change of CO Features provided on 'Feature Exception List – 2 Day' | | 24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP | Two (2) Business Days | 24 hours OOS 48 hours AS |
| | Addition or change of CO Features not provided on 'Feature Exception List– 1 Day' or 'Feature Exception List – 2 Day' | | 24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP | Three (3) Business Days <u>Colorado and Minnesota only:</u> Two (2) Business Days | 24 hours OOS 48 hours AS |
| | PIC/LPIC | | 24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP | One (1) Business Day | 24 hours OOS 48 hours AS |
| | Suspend/Restore | Add/remove "vacation hold" | 24 hours | Next Business Day | 24 hours OOS 48 hours AS |

The Resale, UNE and Interconnection Service guidelines contained herein are subject to change at anytime by Qwest. Please refer to the Web location (<http://www.qwest.com/wholesale/guides/sig/index.html>) for the most current copy.

Qwest Communications®
Service Interval Guide for Resale, UNE and Interconnection Services

Unbundled Network Elements Platform (UNE-P) and Unbundled Network Elements Combinations (UNE-C)

| Product | Activity/Features | Services Ordered | FOC Guidelines | Installation Guidelines | Repair Guidelines |
|---------|-------------------|----------------------------------|----------------|---|-----------------------------|
| | Deny/Restore | Treatment for Non-payment issues | 24 hours | Same business day if request received before noon MT, otherwise next business day (includes Saturday) If request is submitted after noon MT, and a same day due date is required, follow the escalation process detailed at www.qwest.com/wholesale/clecs/exesclover.html | 24 hours OOS 48 hours AS |

The Resale, UNE and Interconnection Service guidelines contained herein are subject to change at anytime by Qwest. Please refer to the Web location (<http://www.qwest.com/wholesale/guides/sig/index.html>) for the most current copy.

Qwest Communications®
Service Interval Guide for Resale, UNE and Interconnection Services

Unbundled Network Elements Platform (UNE-P) and Unbundled Network Elements Combinations (UNE-C)

| Product | Activity/Features | Services Ordered | FOC Guidelines | Installation Guidelines | Repair Guidelines |
|-------------------------------------|---|------------------|----------------|--|-----------------------------|
| New UNE-P PAL (Continued) | New Installs, Address Changes, Changes with inward line activity Facility Check indicates "AVAILABLE DISP. REQ" and DISPATCH "YES" | 1 to 19 Lines | 24 hours | Next available due date as indicated by Appointment Scheduler Note: Appointment Scheduler minimum default interval is Three (3) Business Days. <u>Colorado and Minnesota only:</u> Appointment Scheduler minimum default interval is Two (2) Business Days | 24 hours OOS 48 hours AS |
| | | 20 to 39 Lines | 48 hours | Four (4) Business Days or next available due date thereafter as indicated by Appointment Scheduler. | 24 hours OOS 48 hours AS |
| | | 40 or more Lines | 192 hours | ICB | 24 hours OOS 48 hours AS |

The Resale, UNE and Interconnection Service guidelines contained herein are subject to change at anytime by Qwest. Please refer to the Web location (<http://www.qwest.com/wholesale/guides/sig/index.html>) for the most current copy.

Qwest Communications®
Service Interval Guide for Resale, UNE and Interconnection Services

Unbundled Network Elements Platform (UNE-P) and Unbundled Network Elements Combinations (UNE-C)

| Product | Activity/Features | Services Ordered | FOC Guidelines | Installation Guidelines | Repair Guidelines |
|--|---|------------------|----------------|----------------------------|-------------------|
| New Installation and Conversion of Qwest DSL service with compatible UNE-P combinations | Installation of Qwest DSL service with existing, loop-qualified, compatible UNE-P combination service, or Conversions of existing Qwest DSL service, as specified. or Speed changes or Host changes on existing service | | 48 hours | Five (5) Business Days | 24 hours |
| | Loop Conditioning | | 24 hours | Fifteen (15) Business Days | N/A |

The Resale, UNE and Interconnection Service guidelines contained herein are subject to change at anytime by Qwest. Please refer to the Web location (<http://www.qwest.com/wholesale/guides/sig/index.html>) for the most current copy.

Qwest Communications®
Service Interval Guide for Resale, UNE and Interconnection Services

UNE Combinations (UNE-C) -- Enhanced Extended Loop (EEL) and Loop Mux Combination (LMC)

| Product | Activity/Features | Services Ordered | FOC Guidelines | Installation Guidelines | Repair Guidelines |
|---------------------------------------|----------------------------------|---------------------|----------------|---------------------------------|-------------------|
| Enhanced Extended Loop – (EEL) | | | | | |
| Loop Mux Combination (LMC) | | | | | |
| DS0 or VG Equivalent | New, or conversion as specified. | 1 to 8 Circuits | 48 hours | Zone 1: Five (5) Business Days | 4 hours Zone 1 |
| | | | | Zone 2: Six (6) Business Days | 4 hours Zone 2 |
| | | 9 to 16 Circuits | 48 hours | Zone 1: Six (6) Business Days | 4 hours Zone 1 |
| | | | | Zone 2: Seven (7) Business Days | 4 hours Zone 2 |
| | | 17 to 24 Circuits | 48 hours | Zone 1: Seven (7) Business Days | 4 hours Zone 1 |
| | | | | Zone 2: Eight (8) Business Days | 4 hours Zone 2 |
| | | 25 or more Circuits | 192 hours | ICB | 4 hours |

The Resale, UNE and Interconnection Service guidelines contained herein are subject to change at anytime by Qwest.
Please refer to the Web location (<http://www.qwest.com/wholesale/guides/sig/index.html>) for the most current copy.

Qwest Communications®
Service Interval Guide for Resale, UNE and Interconnection Services

Enhanced Extended Loop (EEL) and Loop Mux Combination (LMC)

| Product | Activity/Features | Services Ordered | FOC Guidelines | Installation Guidelines | Repair Guidelines |
|-------------------------------------|----------------------------------|---------------------|----------------|---------------------------------|-------------------|
| Enhanced Extended Loop (EEL) | | | | | |
| Loop Mux Combination (LMC) | | | | | |
| DS1 | New, or conversion as specified. | 1 to 8 Circuits | 48 hours | Zone 1: Five (5) Business Days | 4 hours Zone 1 |
| | | | | Zone 2: Eight (8) Business Days | 4 hours Zone 2 |
| | | 9 to 16 Circuits | 48 hours | Zone 1: Six (6) Business Days | 4 hours Zone 1 |
| | | | | Zone 2: Nine (9) Business Days | 4 hours Zone 2 |
| | | 17 to 24 Circuits | 48 hours | Zone 1: Seven (7) Business Days | 4 hours Zone 1 |
| | | | | Zone 2: Ten (10) Business Days | 4 hours Zone 2 |
| | | 25 or more Circuits | 192 hours | ICB | 4 hours |
| | | | | | |

The Resale, UNE and Interconnection Service guidelines contained herein are subject to change at anytime by Qwest. Please refer to the Web location (<http://www.qwest.com/wholesale/guides/sig/index.html>) for the most current copy.

Qwest Communications®
Service Interval Guide for Resale, UNE and Interconnection Services

| |
|--|
| Enhanced Extended Loop (EEL) and Loop Mux Combination (LMC) |
|--|

| Product | Activity/Features | Services Ordered | FOC Guidelines | Installation Guidelines | Repair Guidelines |
|-------------------------------------|----------------------------------|--------------------|----------------|---------------------------------|-------------------|
| Enhanced Extended Loop (EEL) | | | | | |
| Loop Mux Combination (LMC) | | | | | |
| DS3 | New, or conversion as specified. | 1 to 3 Circuits | 48 hours | Zone 1: Seven (7) Business Days | 4 hours Zone 1 |
| | | | | Zone 2: Nine (9) Business Days | 4 hours Zone 2 |
| | | 4 or more Circuits | 48 hours | ICB | 4 hours |

The Resale, UNE and Interconnection Service guidelines contained herein are subject to change at anytime by Qwest. Please refer to the Web location (<http://www.qwest.com/wholesale/guides/sig/index.html>) for the most current copy.

Qwest Communications®
Service Interval Guide for Resale, UNE and Interconnection Services

| |
|--|
| Enhanced Extended Loop (EEL) and Loop Mux Combination (LMC) |
|--|

| Product | Activity/Features | Services Ordered | FOC Guidelines | Installation Guidelines | Repair Guidelines |
|---|-------------------|----------------------------|----------------|-------------------------|-------------------|
| Enhanced Extended Loop (EEL) – Conversion | | Private Line to EEL or LMC | | | |
| Loop Mux Combination (LMC) Conversion | | | | | |
| DS0, DS1, DS3 | Conversion as is | 1-24 Circuits | 48 hours | ICB | 4 hours |
| | | 25 or more Circuits | 192 hours | ICB | 4 hours |

The Resale, UNE and Interconnection Service guidelines contained herein are subject to change at anytime by Qwest.
Please refer to the Web location (<http://www.qwest.com/wholesale/guides/sig/index.html>) for the most current copy.

Qwest Communications®

Service Interval Guide for Resale, UNE and Interconnection Services

Resale

For Resale POTS Residence and Business, Saturday due dates are available under the following circumstances:

- ☐ The Saturday DDD must be at least the standard interval.
- ☐ For dispatched orders, a Saturday appointment must be available and reserved in Appointment Scheduler.

For Resale POTS non-dispatched orders, Saturday is counted as part of the standard installation interval, even if a Saturday due date is not desired. For example: when the standard interval is 2 Business Days, an LSR submitted on a Friday morning may have a due date as early as the following Monday.

| Product | Activity/Features | Services Ordered | FOC Guidelines | | Installation Guidelines | Repair Guidelines |
|-----------------------|-------------------------|------------------|-----------------|--|--|-----------------------------|
| POTS Residence | Conversion As Is | | 24 hours manual | 20 minutes Fully Electronic Flow Through from IMA to SOP | Same business day if received before noon MT, or, Next business day if received later than noon MT | 24 hours OOS 48 hours AS |
| | Conversion as Specified | | 24 hours manual | 20 minutes Fully Electronic Flow Through from IMA to SOP | Three (3) Business Days <u>Colorado and Minnesota only:</u> Two (2) Business Days When requesting a(n) additional line(s) New Install Guidelines apply. | 24 hours OOS 48 hours AS |

The Resale, UNE and Interconnection Service guidelines contained herein are subject to change at anytime by Qwest. Please refer to the Web location (<http://www.qwest.com/wholesale/guides/sig/index.html>) for the most current copy.

Qwest Communications®
Service Interval Guide for Resale, UNE and Interconnection Services

Resale

| Product | Activity/Features | Services Ordered | FOC Guidelines | Installation Guidelines | Repair Guidelines |
|--------------------------------------|---|------------------|---|--|-----------------------------|
| POTS Residence (Continued) | New Installs Address Changes Change Requests adding new lines Facility Check indicates "AVAILABLE" and DISPATCH "NO" | | 24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP | Three (3) Business Days <u>Colorado and Minnesota only:</u> Two (2) Business Days **Minnesota only: If Advanced Intelligent Network (AIN) Features ² are included (ex. Remote Access Forwarding, etc.): Three (3) Business Days | 24 hours OOS 48 hours AS |
| | New Installs Address Changes Change Requests adding new lines Facility Check indicates "AVAILABLE DISP. REQ" and DISPATCH "YES" | | 24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP | Next available due date as indicated by Appointment Scheduler Note: Appointment Scheduler minimum default interval is Three (3) Business Days. <u>Colorado and Minnesota only:</u> Appointment Scheduler minimum default interval is Two (2) Business Days ** Minnesota only: If AIN Features are included (ex. Remote Access Forwarding, etc.): Three (3) Business Days | 24 hours OOS 48 hours AS |

² AIN Features are located in the Feature Exemption List.

Qwest Communications®
Service Interval Guide for Resale, UNE and Interconnection Services

Resale

| Product | Activity/Features | Services Ordered | FOC Guidelines | Installation Guidelines | Repair Guidelines |
|--------------------------------------|---|------------------|---|---|-----------------------------|
| POTS Residence (Continued) | Number changes without inward line activity, or hunting changes without inward line activity | | 24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP | Three (3) Business Days <u>Colorado and Minnesota only:</u> Two (2) Business Days | 24 hours OOS 48 hours AS |
| | Addition or change of CO Features provided on 'Feature Exception List – 1 Day' | | 24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP | One (1) Business Day | 24 hours OOS 48 hours AS |
| | Addition or change of CO Features provided on 'Feature Exception List – 2 Day' | | 24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP | Two (2) Business Days | 24 hours OOS 48 hours AS |
| | Addition or change of CO Features not provided on 'Feature Exception List– 1 Day' or 'Feature Exception List – 2 Day' | | 24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP | Three (3) Business Days <u>Colorado and Minnesota only:</u> Two (2) Business Days | 24 hours OOS 48 hours AS |
| | PIC/LPIC change | | 24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP | One (1) Business Day | 24 hours OOS 48 hours AS |
| | Removal of CO Features | | 24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP | Same business day if request is received before noon MT, otherwise next business day (includes Saturday) | 24 hours OOS 48 hours AS |

The Resale, UNE and Interconnection Service guidelines contained herein are subject to change at anytime by Qwest. Please refer to the Web location (<http://www.qwest.com/wholesale/guides/sig/index.html>) for the most current copy.

Qwest Communications®
Service Interval Guide for Resale, UNE and Interconnection Services

Resale

| Product | Activity/Features | Services Ordered | FOC Guidelines | Installation Guidelines | Repair Guidelines |
|--------------------------------------|-------------------|----------------------------|---|---|-----------------------------|
| POTS Residence (Continued) | Suspend/Restore | Add/remove "vacation hold" | 24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP | Next Business Day (includes Saturday) | 24 hours OOS 48 hours AS |
| | Deny/Restore | Treatment for non-payment | 24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP | Same business day if request received before noon MT, otherwise next business day (includes Saturday) If request is submitted after noon MT, and a same day due date is required, follow the escalation process detailed at www.qwest.com/wholesale/clecs/exesclover.html | 24 hours OOS 48 hours AS |

The Resale, UNE and Interconnection Service guidelines contained herein are subject to change at anytime by Qwest. Please refer to the Web location (<http://www.qwest.com/wholesale/guides/sig/index.html>) for the most current copy.

Qwest Communications®

Service Interval Guide for Resale, UNE and Interconnection Services

Resale

For Resale POTS Residence and Business, Saturday due dates are available under the following circumstances:

- ☐ The Saturday DDD must be at least the standard interval.
- ☐ For dispatched orders, a Saturday appointment must be available and reserved in Appointment Scheduler.

For Resale POTS non-dispatched orders, Saturday is counted as part of the standard installation interval, even if a Saturday due date is not desired. For example: when the standard interval is 2 Business Days, an LSR submitted on a Friday morning may have a due date as early as the following Monday.

| Product | Activity/Features | Services Ordered | FOC Guidelines | Installation Guidelines | Repair Guidelines |
|----------------------|-------------------------|------------------|---|---|-----------------------------|
| POTS Business | Conversion As Is | | 24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP | Same business day if received before noon MT, or, Next business day if received later than noon MT | 24 hours OOS 48 hours AS |
| | Conversion as Specified | | 24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP | Three (3) Business Days <u>Colorado and Minnesota only:</u> Two (2) Business Days When requesting a(n) additional line(s) New Install Guidelines apply. | 24 hours OOS 48 hours AS |

The Resale, UNE and Interconnection Service guidelines contained herein are subject to change at anytime by Qwest. Please refer to the Web location (<http://www.qwest.com/wholesale/guides/sig/index.html>) for the most current copy.

Qwest Communications®
Service Interval Guide for Resale, UNE and Interconnection Services

Resale

| Product | Activity/Features | Services Ordered | FOC Guidelines | Installation Guidelines | Repair Guidelines |
|-------------------------------------|---|------------------|---|---|-----------------------------|
| POTS Business (continued) | New Installs Address Changes Change Requests adding new lines Facility Check indicates "AVAILABLE" and DISPATCH "NO" | | 24 hour manual 20 minutes Fully Electronic Flow Through from IMA to SOP | Three (3) Business Days <u>Colorado and Minnesota only:</u> Two (2) Business Days ** Minnesota only: If AIN Features are included (ex. Remote Access Forwarding, etc.): Three (3) Business Days | 24 hours OOS 48 hours AS |
| | New Installs Address Changes Change Requests adding new lines Facility Check indicates "AVAILABLE DISP. REQ" and DISPATCH "YES" | | 24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP | Next available due date as indicated by Appointment Scheduler Note: Appointment Scheduler minimum default interval is Three (3) Business Days. <u>Colorado and Minnesota only:</u> Appointment Scheduler minimum default interval is Two (2) Business Days ** Minnesota only: If AIN Features are included (ex. Remote Access Forwarding, etc.): Three (3) Business Days | 24 hours OOS 48 hours AS |

The Resale, UNE and Interconnection Service guidelines contained herein are subject to change at anytime by Qwest.
Please refer to the Web location (<http://www.qwest.com/wholesale/guides/sig/index.html>) for the most current copy.

Qwest Communications®
Service Interval Guide for Resale, UNE and Interconnection Services

Resale

| Product | Activity/Features | Services Ordered | FOC Guidelines | Installation Guidelines | Repair Guidelines |
|-------------------------------------|--|----------------------------|---|---|-----------------------------|
| POTS Business (continued) | Number changes without inward line activity, or hunting changes without inward line activity | | 24 hours manual 20minutes Fully Electronic Flow Through from IMA to SOP | Three (3) Business Days <u>Colorado and Minnesota only:</u> Two (2) Business Days | 24 hours OOS 48 hours AS |
| | Addition or change of CO Features provided on 'Feature Exception List – 1 Day' | | 24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP | One (1) Business Day | 24 hours OOS 48 hours AS |
| | Addition or change of CO Features provided on 'Feature Exception List – 2 Day' | | 24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP | Two (2) Business Days | 24 hours OOS 48 hours AS |
| | Addition or change of CO Features not provided on 'Feature Exception List – 1 Day' or 'Feature Exception List – 2 Day' | | 24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP | Three (3) Business Days <u>Colorado and Minnesota only:</u> Two (2) Business Days | 24 hours OOS 48 hours AS |
| | PIC/LPIC change | | 24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP | One (1) Business Day | 24 hours OOS 48 hours AS |
| | Removal of CO Features | | 24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP | Same business day if request is received before noon MT, otherwise next business day (includes Saturday) | 24 hours OOS 48 hours AS |
| | Suspend/Restore | Add/remove "vacation hold" | 24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP | Next Business Day (includes Saturday) | 24 hours OOS 48 hours AS |

The Resale, UNE and Interconnection Service guidelines contained herein are subject to change at anytime by Qwest. Please refer to the Web location (<http://www.qwest.com/wholesale/guides/sig/index.html>) for the most current copy.